



IDAHO DEPARTMENT OF
HEALTH & WELFARE

COPY

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May 5, 2008

Jeff Sayer
Mountain View Hospital
2325 Coronado Street
Idaho Falls, Idaho 83404-1389

Provider #130065

Dear Mr. Sayer:

On **April 3, 2008**, a Complaint Survey was conducted at Mountain View Hospital. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00003441

Allegation: The hospital has failed to comply with conditions of participation related to the emergency treatment of patients.

Findings: An unannounced visit was made to the hospital on April 2 and 3, 2008. Twenty-one medical record were reviewed of patients who came to the hospital seeking emergency treatment as well as inpatients who had medical emergencies in the course of their stay. Policies and committee meeting minutes were reviewed. Staff were interviewed.

The hospital had policies and procedures in place for the emergency care of patients. All of the cases reviewed received medical care in response to their conditions. Persons who walked into the hospital requesting services received an appropriate medical screening examination. Those requiring transfer were stabilized and transferred appropriately. One physician failed to respond to the hospital in a timely manner as required by hospital policy. The medical staff had investigated the incident and had taken appropriate action. No deficiencies were cited.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,

A handwritten signature in black ink, appearing to read 'GG' followed by a long, sweeping horizontal line that extends to the right.

GARY GUILLES
Health Facility Surveyor
Non-Long Term Care

A handwritten signature in black ink, appearing to read 'Sylvia Creswell' in a cursive script.

SYLVIA CRESWELL
Co-Supervisor
Non-Long Term Care

GG/mlw